



## STAR ONLINE PUBLICATION



**Case Number:** S2423000026

**Release Date:** May 2024

**Symptom/Vehicle Issue:** Power Sliding Door Will Not Power Open And/Or Close Automatically.

**Discussion:** The power sliding door should be put into manual operation mode by grabbing the handle and manually opening and closing the door. If the door still opens and closes manually, the issue is not with the door latch and it should not need to be replaced. See the below steps to reset the system.

1. Use WiTECH to check the Power Sliding Door Modules for diagnostic trouble codes (DTC's). Are DTC's set?

<<<Yes>>> Record the DTC's on the repair order and follow diagnostics for codes set. Then continue to step 2.

<<<No>>> No codes are set. Go to step 2.

2. Using WiTECH, perform a module reset for the power sliding door module with the door(s) that have the issue. An alternative is to perform a battery disconnect, however a module reset is preferred and will not erase customer settings for other features. Then, using the power sliding door switches or key fob, power open and close the doors. Do the doors work?

<<<Yes>>> repair is complete. Return vehicle to the customer.

<<<No>>> Replace the latch and retest system operation.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**